



Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203

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Administrative Assistant

Reports To: Human Resources Manager

Pay Range: Range D, \$16.50 -- \$24.00 per hour, plus excellent fringe benefits

Summary of Position: This position will provide administrative support to the Human Resources (HR) Manager including clerical, receptionist, customer service, and entry-level IT duties. The Administrative Assistant will act as a liaison between CHA staff and vendors to troubleshoot IT issues and coordinate implementation of solutions. This position will be responsible for adding/modifying/deleting users' access and security levels to various databases and platforms, identifying hardware replacement needs, and maintaining the agency website and social media accounts. The Administrative Assistant will also process billing invoices, assist with light HR clerical duties, and cover the front-desk Receptionist duties when needed. This position must be customer service oriented, have effective verbal and communication, have basic IT knowledge, and be familiar with Microsoft Office applications.

Major Duties and Responsibilities Include:

- Serving as liaison with the IT Service Provider for system updates and improvements, first-line issue resolution, establishing new user set up and processing user terminations, and obtaining new software/hardware,
- Setting up workstations to accommodate new or rearranged offices,
- Providing first-line computer and component issue analysis and technical support to end users,
- Maintaining shared drive securities & data/file management,
- Serving as liaison with Internet, VoIP, and cell phone system providers that includes VoIP phone user setups and first-line analysis of related issues,
- Serving as liaison with copy machine and printer maintenance contracts and providing and pertinent information to vendors such as periodical usage counts,
- Processing all IT system related invoicing for accounts payable,
- Creating and maintaining user guides and manuals for pertinent CHA operations,
- Basic maintenance of CHA's website and other social media accounts including creation of publications,
- Assisting in overseeing system maintenance for security cameras and card key systems,
- Performing basic clerical duties, such as file maintenance, correspondence with outside parties, and generating data reports,
- Covering the front-desk Receptionist duties when needed,
- Performing miscellaneous related tasks as assigned by the HR Manager or Chief Executive Officer.

Required Knowledge, Skills, and Abilities:

- Ability to evaluate and improve the efficiency and effectiveness of operations,
- Ability to learn various program basics to be able to assist the general public,
- Thorough knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar,

- Expert knowledge of modern office practices and procedures and of office machines and computer systems,
- Ability to maintain effective working relationships with employees, department heads, vendors, and the public, in a tactful and courteous manner,
- Must have an excellent work history and attendance record,
- Ability to follow written and oral instructions.
- Ability to lift or move up to 50 pounds.

Qualifications:

- High school diploma or equivalent.
- Two (2) years of experience or combined education and experience that supports the understanding and proficiency in performing IT and related services.
- Two (2) years of experience providing excellent customer service.
- Must be proficient with Microsoft Office applications.

Special Requirements:

- Must be bondable, insurable and have no felony criminal convictions.
- Must be able to interface effectively with all levels of management.
- Must be willing to travel for occasional training or attendance at conferences/workshops.
- Must have a current Missouri driver license to be able to travel to satellite offices.
- Must be able to obtain and/or maintain a bank account for the purpose of receiving pay by direct deposit.
- Must be able to pass a pre-employment drug screen and background check.

Employee Signature

Date